



Section A – Operating Data

1. Please enter the number of students that your program has served over the previous three years.

Year	Fall	Spring	Total
2012-2013	864	884	1,748
2013-2014	993	748	1,741
2014-2015	769	691	1460

2. Is the number of students served by your program increasing, decreasing, or remaining constant?

Decreasing

3. Describe the reason(s) for this trend (600 characters max).

The change from SARS Grid to Grades First in 2014-2015 may have resulted in a loss of data so the number of students served at the Tutoring Center may not have decreased over the past year. However, efforts made to increase student usage in the Tutoring Center include outreach at several student events (FYE orientation, Student Services, and EOPS Success Academy) and expanding hours of operation to earlier in the morning, later in the evening, and on weekends. In Fall 2015, IDS Faculty and the Reading & Writing Center were moved back into the Tutoring Center to expand services and support.

4. Enter the number of students from each demographic group that your program served in the 2014-2015 academic year.

Race/Ethnicity	Number of Students Served in 2014-2015
Asian	72
Black	49
Hispanic	938
Native Amer	12
Pacific Islander	3
Two or More Races	38
Unknown	10
White	422
Gender	Number of Students Served in 2014-2015
Female	923
Male	603

5. Are you able to increase the number of students your program serves and/or serve more students from underrepresented groups?



Yes

If yes, please create an initiative in Section F that describes how your program will do this, and what resources, if any, are necessary to achieve it.

6. If no, please describe why your program is unable to do this (600 characters max).

Section B – Services Offered

Please describe the type of services that your program offers.

Service Offered (100 characters max)	Offered Face to Face (Day)	Offered Face to Face (Evening)	Offered Online	% of Total Students Served who Used this Service in the Past Year
Drop-In Tutoring	Yes	Yes	Yes	80.00%
Group Tutoring	Yes	Yes	No	5.00%
Appointments	Yes	Yes	Yes	15.00%
	- Select -	- Select -	- Select -	0.00%
	- Select -	- Select -	- Select -	0.00%
	- Select -	- Select -	- Select -	0.00%
	- Select -	- Select -	- Select -	0.00%

1. Are you able to improve the quantity or quality of services that your program offers?

Yes

If yes, please create an initiative in Section F that describes how your program will do this, and what resources, if any, are necessary to achieve it.



2. If no, please describe why your program is unable to do this (600 characters max).

Section C – Service Unit Outcomes

Please enter the following SUO information for your program.

Service Unit Outcome	Date/Semester of Most Recent Assessment	Brief Description of Assessment Results	Changes Made as Result of Assessment	Date/Semester of Next Assessment
PSUO1- Students will demonstrate improved understanding of the course subject matter.	Spring 2014	74% stated that being tutored helped them understand the course material and achieve their academic goals.	Created informational materials and purchased text books.	Fall 2015
PSUO2- Students will demonstrate improved skills in interpreting information from the text and other course media.	Spring 2014	The data collected also showed that tutoring helps students achieve their academic goals. Students stated that their understanding of course material improved after receiving tutoring.	Increase student Participation	Fall 2015
PSUO3-Students will find Tutoring Center services accessible and one that encourages student success.	Spring 2012	98% of tutees found the Tutoring Center to have a comfortable environment. 88% Stated that the Tutoring Center hours are sufficient.	Created brochures and flyers.	Fall 2015

1. How does your program facilitate the achievement of the college's institutional student learning outcomes or institutional service unit outcomes? (600 characters max)



ISUO-1 The Service will support or facilitate a positive learning or service environment for students. The Tutoring Center provides drop-in, individual, group and supplemental instruction to students enrolled in Ventura College classes. Tutors are Ventura College students who have been recommended by their instructors to assist students, or volunteers from the community, many of whom are retired faculty. Tutors clarify instructions for assignments, help brainstorm ideas for papers and projects, and model strategies for effective study and exam preparation.

2. How many department/program meetings have you held in the previous year in which SUO's have been discussed?

6 meetings

3. Are you able to improve the service unit outcomes for your program (i.e. number of SUO's assessed, adherence to rotational plan, improved SUO assessment results, etc.)?

Yes

If yes, please create an initiative in Section F that describes how your program will do this, and what resources, if any, are necessary to achieve it.

4. If no, please describe why your program is unable to do this (600 characters max).

Section D – Program Staffing

Please enter the following staffing information.

Type	Headcount	FTE
Full-Time Non-Instructional Faculty		
Adjunct Non-Instructional Faculty		
Classified Staff	1	1.0
Unclassified Staff	83	8.8

1. Describe any changes in the staffing levels in your program over the past three years, and if applicable, describe how these changes have impacted your program (600 characters max).



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A Tutorial Services Specialist-1 position oversees a team of 70 student tutors (6 FTE), assisted by 10 part-time front desk student assistants (1.5 FTE), and 3 Provisional Lead Tutors (Academic Year 2014-2015). The Lead Tutors oversee evening/weekend services and the Math Center (1.3 FTE). A multi-clerical Instructional Assistant position was cut, so those duties are done by student assistants & Provisional Lead Tutors.

IDS Faculty were relocated into the Tutoring Center in Fall 2015. (The IDS program review will be prepared by the Dean's office.)



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Tutoring Center

Section E - Previous Year Initiatives

Program	Funding Category	Initiative ID	Initiative Title	Initiative Description	Cost	Grants/ Categorical	College Funds	Program Priority	Division Priority	Committee Priority	College Priority	Funded	Status	Outcome
TSC	Computer	TSC 1404	3 LCD projectors, 3 new computers, 3 equipment black boxes	Replacments for Tutoring study rooms & additions for SI room	3,000		3,000	H	H	H	H	Yes	Pending	
TSC	Computer	TSC 1406	25 tablets	Tablets to be used by SI and Tutor Center tutors to track student usage/data; will also enhance customer service & GradesFirst data collection	5,000		5,000	H	H	H	H	Yes	Pending	Smaller number of tablets where purchased.
TSC	Computer	TSC 1501	4 computers	Additional computers for SI room to accommodate students' online work	3,500		3,500	H	H	H	H	Yes	Pending	
TSC	Computer	TSC 1505	Laptop and Mini Projector	Increase tutoring and SI services usage by conducting	750		750	M	M	M	M	No	- Select -	



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Tutoring Center

				workshops in class with laptop and mini projector.										
TSC	Equipment	TSC 1503	3 office chairs and 2 break room chairs	Replace broken chairs, this is a hazard for students and staff.	2,000		2,000	M	M	M	M	No	- Select -	
TSC	Equipment	TSC 1504	Copier/Fax/Scanner	Increase staff productivity-- staff have no access to copy machine to copy hiring packets, instructional and training materials.	6,500		6,500	M	M	M	M	No	- Select -	
TSC	Equipment	TSC 1506	2- Laminating machines	Increase staff productivity-- staff has no access to laminating machine to laminate tutor materials.	800		800	L	L	L	L	No	- Select -	
TSC	General Fund	TSC1413	D2L tutor course shells	D2L students and faculty will find the tutor as a valuable resource in the course	-		-	M	M	M	M	N/A	Ongoing	



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TSC	None	TSC 1409	Joint Tutor Training	The SI and Tutoring Programs will provide joint tutor training for all student tutors so that all tutors can benefit from the activities.	-		-	L	L			N/A	Completed	
TSC	None	TSC 1412	Outreach of Tutorial Services	To increase tutoring services usage	-		-	L	L			N/A	Ongoing	
TSC	None	TSC 1502	GradesFirst Effectiveness Evaluation	Compare effectiveness of GradesFirst (v. SARS) in tracking student hourly usage.	-		-	H	H			N/A	Ongoing	



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Section F – 2015-2016 Initiatives

Program	Initiative ID	Initiative Title	Initiative Description	Cost	Funding Source	Initiative Category	Educational Master Plan Goal	Expected Improvement	Program Priority	Division Priority	Committee Priority	College Priority
Tutoring Center	TC1601	Space Utilization Task Force	Space Utilization Task Force - The Reading Writing Center and IDS has been moved in the Tutoring Center area. A significantly larger space is now needed for line of sight supervision of all Tutoring Center operations.	0	College Funds	Facilities	<input checked="" type="checkbox"/> Goal 1 <input checked="" type="checkbox"/> Goal 2 <input type="checkbox"/> Goal 3 <input checked="" type="checkbox"/> Goal 4 <input type="checkbox"/> Goal 5	<input checked="" type="checkbox"/> Enrollment <input checked="" type="checkbox"/> # Under-represented students <input checked="" type="checkbox"/> Quantity/ Quality of Services <input checked="" type="checkbox"/> Course Success Rate <input checked="" type="checkbox"/> Productivity/ Fill Rate <input checked="" type="checkbox"/> Close equity gaps	<input type="checkbox"/> Req <input checked="" type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low
Tutoring Center	TC1602	40% Classified Office Assistant	Restore position cut during budget crisis. Duties are being handled by student workers & Lead Tutors.	\$16,000	College Funds	Classified	<input checked="" type="checkbox"/> Goal 1 <input checked="" type="checkbox"/> Goal 2 <input type="checkbox"/> Goal 3 <input checked="" type="checkbox"/> Goal 4 <input checked="" type="checkbox"/> Goal 5	<input type="checkbox"/> Enrollment <input checked="" type="checkbox"/> # Under-represented students <input checked="" type="checkbox"/> Quantity/ Quality of Services <input type="checkbox"/> Course Success Rate <input checked="" type="checkbox"/> Productivity/ Fill Rate <input type="checkbox"/> Close equity gaps	<input type="checkbox"/> Req <input checked="" type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low



2015-2016 Program Review
Tutoring Center

Program	Initiative ID	Initiative Title	Initiative Description	Cost	Funding Source	Initiative Category	Educational Master Plan Goal	Expected Improvement	Program Priority	Division Priority	Committee Priority	College Priority
Tutoring Center	TC 1603	Water Damage Repairs	Repair water damage to the Tutoring Center caused by water leaks. Prevent future damage by installing awnings? (Need bid from Facilities)	?	College Funds	Facilities	<input checked="" type="checkbox"/> Goal 1 <input checked="" type="checkbox"/> Goal 2 <input type="checkbox"/> Goal 3 <input checked="" type="checkbox"/> Goal 4 <input type="checkbox"/> Goal 5	<input checked="" type="checkbox"/> Enrollment <input checked="" type="checkbox"/> # Under-represented students <input checked="" type="checkbox"/> Quantity/ Quality of Services <input checked="" type="checkbox"/> Course Success Rate <input checked="" type="checkbox"/> Productivity/ Fill Rate <input checked="" type="checkbox"/> Close equity gaps	<input checked="" type="checkbox"/> Req <input checked="" type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low
Tutoring Center	TC1604	Rolling White Boards	10 Rolling White boards	\$2,400	College Funds	Equipment	<input checked="" type="checkbox"/> Goal 1 <input checked="" type="checkbox"/> Goal 2 <input type="checkbox"/> Goal 3 <input checked="" type="checkbox"/> Goal 4 <input type="checkbox"/> Goal 5	<input checked="" type="checkbox"/> Enrollment <input type="checkbox"/> # Under-represented students <input checked="" type="checkbox"/> Quantity/ Quality of Services <input checked="" type="checkbox"/> Course Success Rate <input type="checkbox"/> Productivity/ Fill Rate <input type="checkbox"/> Close equity gaps	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low



2015-2016 Program Review
Tutoring Center

Program	Initiative ID	Initiative Title	Initiative Description	Cost	Funding Source	Initiative Category	Educational Master Plan Goal	Expected Improvement	Program Priority	Division Priority	Committee Priority	College Priority
Tutoring Center	TC1605	ILT-1 positions (2 40%)	Convert provisional Lead Tutor positions overseeing evening and weekend hours into at least 2 permanent part-time 40% classified staff positions.	\$40,000	College Funds	Classified	<input checked="" type="checkbox"/> Goal 1 <input checked="" type="checkbox"/> Goal 2 <input type="checkbox"/> Goal 3 <input checked="" type="checkbox"/> Goal 4 <input type="checkbox"/> Goal 5	<input checked="" type="checkbox"/> Enrollment <input checked="" type="checkbox"/> # Under-represented students <input checked="" type="checkbox"/> Quantity/ Quality of Services <input checked="" type="checkbox"/> Course Success Rate <input checked="" type="checkbox"/> Productivity/ Fill Rate <input checked="" type="checkbox"/> Close equity gaps	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low
Tutoring Center	TC1606	Room Partitions	Purchase 2 portable room partitions to enclose RWC	2500	Grant	Equipment	<input checked="" type="checkbox"/> Goal 1 <input checked="" type="checkbox"/> Goal 2 <input type="checkbox"/> Goal 3 <input checked="" type="checkbox"/> Goal 4 <input type="checkbox"/> Goal 5	<input type="checkbox"/> Enrollment <input type="checkbox"/> # Under-represented students <input checked="" type="checkbox"/> Quantity/ Quality of Services <input type="checkbox"/> Course Success Rate <input type="checkbox"/> Productivity/ Fill Rate <input type="checkbox"/> Close equity gaps	<input type="checkbox"/> Req <input checked="" type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low



Educational Master Plan Goals

Goal 1: Continuously improve educational programs and services to meet student, community, and workforce development needs.

Goal 2: Provide students with information and access to diverse and comprehensive support services that lead to their success.

Goal 3: Partner with local and regional organizations to achieve mutual goals and strengthen the College, the community and the area's economic vitality.

Goal 4: Continuously enhance institutional operations and effectiveness.

Goal 5: Implement the Ventura College East Campus Educational Plan.



Section I – Process Assessment

How have the changes in the program review process this year worked for your area?

How would you improve the program review process based on this experience?

Appeals

After the program review process is complete, your program has the right to appeal the ranking of initiatives (i.e. initiatives that should have been ranked high but were not, initiatives that were ranked high but should not have been), the division's decision to support/not support program discontinuance, or the process (either within the department/program or the division) itself.

If you choose to appeal, please complete the Appeals form (Appendix E) that explains and supports your position. Forms are located at the Program Review VC website.

The appeal will be handled at the next higher level of the program review process.

Section I – Submission Verification

Preparer:

Dates met (include email discussions):

List of Faculty/Staff who participated in the program Review Process:

Preparer Verification:

☒ I verify that this program document was completed in accordance with the program review process.

Dean/VP Verification:

☐ I verify that I have reviewed this program review document and find it complete. *The dean/VP may also provide comments (optional):*



APPEAL FORM

The program review appeals process is available to any faculty, staff, or administrator who feels strongly that the prioritization of initiatives (i.e. initiatives that were not ranked high but should have been, initiatives that were ranked high but should not have been), the decision to support or not support program discontinuance, or the process followed by the division should be reviewed by the College Planning Council.

Appeal submitted by: (name and program) _____

Date: _____

Category for appeal: ☐ Faculty
 ☐ Personnel – Other
 ☐ Equipment- Computer
 ☐ Equipment – Other
 ☐ Facilities
 ☐ Operating Budget
 ☐ Program Discontinuance
 ☐ Other (Please specify)

Briefly explain the process that was used to prioritize the initiative(s) being appealed:

Briefly explain the rationale for asking that the prioritization of an initiative/resource request be changed:

Appeals will be heard by the College Planning Council. You will be notified of your time to present.